



BE READY. STAY COVERED.

Sample Newsletter Content on Medicaid Renewals

Updated May 16, 2023

Context

For the first time since before the pandemic, Medicaid renewals resumed in Rhode Island on April 1. Over one third of Rhode Island residents currently receive Medicaid coverage. Over the next year, the Rhode Island Executive Office of Health and Human Services (EOHHS)—responsible for administering the State’s Medicaid program—is working closely with the Department of Human Services (DHS) and HealthSource RI (HSRI) to ensure a smooth renewal process.

You are a trusted source of information for the people you serve in your agency’s various programs. By helping us spread the word about Medicaid renewals, you can help Rhode Island maintain our record high rate of health insurance coverage (roughly 97% of our State).

Here are some messages about Medicaid renewals we hope you will share via your agency’s newsletters to constituents, community partners, and healthcare providers.

Message for newsletters sent to constituents

Are You Covered by Medicaid?

What You Need to Know About Your Medicaid Renewal

On April 1, the State of Rhode Island began eligibility renewals for Rhode Islanders who have Medicaid. As required by federal law, the State won’t renew everyone all at once. You’ll get a renewal notice sometime during the next year. You could get your renewal notice right away, or it may come later this year (households with children won’t get their renewal notice until December 2023).

The most important thing to do is **make sure your contact information is up to date**. We’ll mail your Medicaid renewal notice to the address we have for you. Or, if you have chosen to have your notices delivered electronically, your Medicaid renewal notice will be in your account at www.healthyrhode.ri.gov.

You can check or update your contact information by visiting www.healthyrhode.ri.gov or by logging in to the HealthyRhode mobile app. Enter your username and password. Then:

- Click “My Profile.” Then click “My Contact Information.”
- Check your name, mailing address, phone number(s), and email address. Save any changes.
- If you want to, you can sign up for text messages about your coverage. Click “My Contact Information” and check “Sign Up for Text Messages.”



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You can also update your contact information by phone. Call the number on your insurance card if you have Neighborhood Health Plan of Rhode Island, Tufts Health Plan (RITogether), or UnitedHealthcare Community Plan (UHCCP). You can also call HealthSource RI at 1-855-840-4774 or the Department of Human Services at 1-855-697-4347.

Renewals help the State confirm that everyone on Medicaid is still eligible. To find your anticipated Medicaid renewal date, log in to your account at healthyrhode.ri.gov and look for “My Renewal Information.”

It’s important to know that you still have Medicaid while you wait for your renewal notice and eligibility determination. Once you’ve received your Medicaid renewal notice, please check it and provide any documents requested **by the due date** on your notice. As long as you provide any requested information **by the due date**, you’re still covered while we determine if you remain eligible for Medicaid. If we don’t ask for any documents or information, just check the information you see on your renewal notice. Let us know if there are any mistakes or changes to be made.

Our team is ready to help you if you need assistance. Contact HSRI at 1-855-840-4774 or call DHS at 1-855-697-4347. You can also get help from an agency in your community. Find an agency near you at www.healthsourceri.com. To learn more about Medicaid renewals and see samples of renewal notices, visit www.staycovered.ri.gov.

Message for newsletters sent to community partners/organizations

Medicaid Renewals are Underway

What community partners can do to help Rhode Islanders be ready and stay covered.

Annual Medicaid renewals resumed on April 1 and will be ongoing for the next year. More than 350,000 Rhode Islanders are currently enrolled in Medicaid. It’s possible that some Medicaid members may have forgotten about the renewal process or others who may be new to Medicaid haven’t done it before. As a trusted community partner, you can help us spread the word about Medicaid renewals and help Rhode Island maintain its record high rate of insurance coverage (roughly 97 percent).

Here are 5 things you should know as Medicaid renewals are underway:

1. **Medicaid renewals started again on April 1, 2023.** Renewals help the state confirm that everyone on Medicaid is still eligible. Annual renewals stopped to help make things easier during the COVID-19 federal public health emergency but now, the process has begun again.



2. **The most important thing Medicaid members can do right now is update their contact information so the State can send them important updates about their coverage.**

Here's how Medicaid members can update their contact information:

- a) By computer or smartphone: Visit healthyrhode.ri.gov or download the [HealthyRhode mobile app](#).
 - b) By phone: Call the number on your insurance card if you have Neighborhood Health Plan of Rhode Island, Tufts Health Plan (RITogether) or UnitedHealthcare Community Plan (UHCCP). You can also call HealthSource RI at 1-855-840-4774 or the Department of Human Services at 1-855-697-4347.
 - c) In person: Staff at the Rhode Island Department of Human Services (DHS) offices can assist customers in person. [Click here](#) for a list of DHS regional offices.
3. **Not everyone will be renewed at once.** Medicaid members will hear from the State of Rhode Island about their coverage between now and March 31, 2024. *Families with children won't get their renewal notice until December 2023.* Members can find their estimated renewal date by logging in to their account at healthyrhode.ri.gov.
 4. **The State's goal is to ensure that Rhode Islanders stay covered.** If someone's Medicaid coverage is going to end because they're no longer eligible, they will be given information on how to enroll in low-cost health insurance through HealthSource RI.
 5. **You can help share information about Medicaid renewals with community members.** [Click here to download shareable and printable resources in multiple languages.](#)

To learn more about Medicaid renewals, visit staycovered.ri.gov.

Message for newsletters sent to healthcare providers

Help Patients Prepare for Medicaid Renewals

Annual Medicaid renewals resumed on April 1. Medicaid members will hear from the State of Rhode Island about their coverage between now and March 31, 2024. There are some important things you can do to help make sure your patients stay covered.

- **Share information in waiting areas.** [This web page has downloadable flyers and posters with information about Medicaid renewals in multiple languages.](#)
- **Talk to your patients who are on Medicaid.** Make sure they're aware that this process is starting again. Let them know that their coverage is still active during this process and the state will be sending them information when it's their turn to renew.
- **Encourage patients to make sure their contact information is up to date** so the State can send them important notices about their coverage. Here's how they can update their contact information:
 - By computer or smartphone: Visit healthyrhode.ri.gov or download the [HealthyRhode mobile app](#).
 - By phone: Call the number on your insurance card if you have Neighborhood Health Plan of Rhode Island, Tufts Health Plan (RITogether) or UnitedHealthcare



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